(ii) Number of operational areas have been increased and have been given enhanced authority.

(iii) Opening of Business Communications Divisions.

(iv) *Other steps taken for improvement of services are given below:*

Several measures have been taken towards betterment of services by improving reliability as well as by improving customer interface. These are as under:—

1. Telephone Exchanges and Media:

(a) Introduction of Electronic Exchanges.

(b) Introduction of Electronic TAXs.

(c) Introduction of Electronic Transit Exchanges.

(d) Phasing out of old and life expired electro-mechanical Exchanges.

(e) Introduction of optical fibre and digital microwave systems for inter Exchange Junctions.

2. External Plant:

(a) Laying of underground cables in ducts.

(b) Pressurisation of paper core underground cables.

(c) Use of jelly filled PVC insulated underground cables.

(d) Use of improved termination devices employing insulation displacement technique.

(e) Replacement of old fault prone cables.

(f) Use of insulated dropwire with proper accessories.

(g) Reduction of overhead span in local loop.

3. Computerisation of the following has been taken up.

(a) Fault Repair Service.

(b) Comprehensive Financial Management system including commercial and billing activities

4. Opening of additional computerised customer service centres, Quick Customer Service Centres.

5. Increased access to telephones by opening:

(a) Additional Public Telephones for local & STD Calls.

(b) Telecom. Centres.

6. Improved Customer Interface:

(a) Conduction of telephone adalats.

(b) Conduction of Open House Sessions.

(c) Decentralisation of several commercial activities to Divisional Customer Service Centres.

(d) Easy accessibility of field officers to general public.

Sub-post offices in Raipur and Bilaspur

3527. **SHRI GOVINDRAM MIRI:** Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the total number of post offices and sub post offices in Bilaspur and Raipur districts of Madhya Pradesh, separately;

(b) whether it is a fact that there is a shortage of post offices in these two districts, particularly in Bilaspur;

(c) if so, whether Government propose to open more post offices in Bilaspur; and

(d) if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The total number of post offices and sub post offices in Bilaspur and Raipur districts of Madhya Pradesh is given below:—

District	Total No. of post offices	Sub-post offices
Bilaspur	651	77
Raipur	589	64

(b) to (d) Post offices are opened progressively under Plan schemes subject to fulfilment of departmental norms and availability of resources.

Delivery post offices in Bombay

3528. SHRI GAYA SINGH:

SHRI CHATURANAN MISHRA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) how many Delivery Post Offices are in Bombay City and the average number of letters and packets received by each of these Post Offices for delivery in a day;

(b) whether it is a fact that a number of letters are received every day by these Post Offices in the nature of missort delaying the delivery of letters; and

(c) if so, the average number of letters received as missort in a day and what action is taken/proposed to be taken against the officials who send these missorts?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) There are ninety (90) Delivery Post Offices in Bombay City and on an average they receive 17 lakhs of letter mail and 4 lakhs of packet mails in a day as per the details given in the Annexure. [*See* Appendix 173, Annexure No. 72]

(b) Post Offiecs do receive missorted letters for delivery but they constitute only a small proportion of total mails received for delivery in a day.

(c) The leltters are missorted either because of incomplete address or because of manual errors on the part of the sorters. The letters missorted because of manual error on the part of the sorter constitute on an average only 1.5 per cent of the total mails.

The letters received missorted at a post office are sent to the actual office of delivery immediately for inclusion in delivery next day.

Panel to examine service condition of EDAs

3529. MISS SAROJ KHAPARDE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government have recently constituted a panel to examine the working and service conditions of the extra-departmental agents in postal services; and

(b) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Yes Sir, The Government have set up a One-Man-Committee headed by a retired Judge of Delhi High Court for the purpose.

(b) The terms of reference of the Committee will, *inter-alia*, include the following:—

(1) To examine the system of Extra-Departmental Agency, the conditions of employment, the wage structure of the agents and recommend suitable changes considered necessary.